



## VACANCY -2055

<b>REFERENCE NR</b>	:	<b>VAC00620 &amp; VAC00621</b>
<b>JOB TITLE</b>	:	<b>Network Engineer (Unified Communications) X2</b>
<b>JOB LEVEL</b>	:	<b>C5</b>
<b>SALARY</b>	:	<b>R 478 420 – R 717 630</b>
<b>REPORT TO</b>	:	<b>Consultant: Unified Communications</b>
<b>DIVISION</b>	:	<b>Service Management</b>
<b>DEPT</b>	:	<b>EUC: Unified Communications</b>
<b>LOCATION</b>	:	<b>SITA Erasmuskloof</b>
<b>POSITION STATUS</b>	:	<b>Permanent (Internal &amp; External)</b>

### Purpose of the job

To monitor network status, attend to network incidents and service requests to ensure service restoration, and complete root cause analysis.

### Key Responsibility Areas

- Infrastructure management.
- Maintenance of Network Devices
- Provide user support and attend to logged incidents.
- Attend client technical meetings.
- Configuration of network routers and switches.
- Provide inputs to Monthly reports.

### Qualifications and Experience

**Minimum:** 3-year National Diploma/ Degree in IT related field (Computer Science, Information Technology, Engineering, BCom etc) at NQF level 6.

**Certification:** CCNA

**Experience:** 3 - 5 years' experience in provision and support of ICT solutions (specifically within a Unified Communication environment), Wide Area Network (WAN), Troubleshooting Technology, Network topology, Network Design, Application Layer and routing protocols.

### Technical Competencies Description

**Knowledge of:** IP, VOIP and PBX telephony platforms; Voice, Video and Web conferencing; ESXI, System IOS & OS platforms; Management Suite (PCP, PCA, PCD & eSight); Unified Messaging; Customer Contact Centers; End user telephony equipment; PBX features and functions. Configuring and supporting multisite voice deployments Gateway configuration, planning and designing of integrated voice networks. Networking knowledge and experience ISDN PRI/BRI connectivity; Quality of Service requirements. Incident Restoration and network principles, Internet, Application Layer protocols, services and standards, Computer and network principles, Multi-Protocol Label Switching (MPLS), Virtual Private Network (VPN), Wide Area Network (WAN), Local Area Network (LAN), Quality of Service (QOS), Routing and Switching, Carrier Services, Service Level Agreement (SLA) reporting, Network Management Systems, VPN technologies and concepts, Modems, Carrier technology, Cabling Principles, Troubleshooting WAN Technologies.

**Behavioural Attributes:** Self-confidence, Problem solving, Customer orientation and Communication. Ability to interact with leadership and external customers. Ability to work independently under minimal supervision. Must be willing to work shifts and overtime when required. The incumbent will be required to consult and interact with relevant Government Officials, standards generating bodies, accreditation and certification bodies.

#### **Other Special Requirements**

N/A.

#### **How to apply**

To apply please log onto the e-Government Portal: **[www.eservices.gov.za](http://www.eservices.gov.za)** and follow the following process;

1. Register using your ID and personal information;
2. Use received one-time pin to complete the registration;
3. Log in using your username and password;
4. Click on "Employment & Labour";
5. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

Or, if candidate has registered on eservices portal, access [www.eservices.gov.za](http://www.eservices.gov.za), then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen"
3. Login using your username and password
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

For queries/support [egovsupport@sita.co.za](mailto:egovsupport@sita.co.za) OR call 080 1414 882

**CV`s sent to the above email addresses will not be considered**

**Closing Date: 11 December 2024**

#### **Disclaimer**

SITA is an Employment Equity employer and this position will be filled based on the Employment Equity Plan. Correspondence will be limited to shortlisted candidates only. Preference will be given to members of designated groups.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered. Please clearly indicate the reference number of the position you are applying for.
- It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidates who meet the requirements should apply.
- SITA reserves the right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a balance scorecard contract, verification of the applicants' documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.